



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Senior Information Technologist
LOCATION:	Department of Information Technology
GRADE:	PSA 12
REPORTS TO:	Lead Information Technologist
SUPERVISES:	May exercise supervision over classified, non-classified, part time and student employees.
WORK SCHEDULE:	35 hours per week, Monday – Friday, 8:00 am – 4:00 pm

BASIC FUNCTION: Implements technology solutions including installation and configuration of systems and provides support for faculty and staff desktop and departmental lab computers.

DUTIES & RESPONSIBILITIES:

- Compiles summary information to be included in reports of the department's activities.
- Provide user support and automated help desk assistance as needed.
- Help Desk: Provide technology-related assistance to faculty, staff, and students via the telephone on supported hardware and software. Supported software includes but is not limited to: Windows 7, Windows 8 and XP operating systems, MS Office applications (Word, Excel, PowerPoint and Access), MS Outlook, Internet Explorer, My CCRI, Banner, Blackboard, Sophos Anti-Virus, Firefox, Chrome, and department specific applications.. Troubleshoot hardware and network related problems on faculty/staff desktops and in the labs, including peripheral devices such as printers and scanners. Laptops, Cell Phones, iPads.
- Assist with connectivity to CCRI WIFI for Laptops, Cell Phones and iPads Assist walk-in faculty/staff/students with technology related problem. Evaluate and analyze customer requirements for services.
- Assist with the monitoring of the Help Center tracking system. Train and supervise part-time staff and student workers assigned to the help desk.
- Monitor the Help Desk Email account to ensure that end user questions are answered and/or forwarded to an appropriate staff member. Escalate problems to other support staff within Information Technology as appropriate. Assist with the development and maintenance of the College's web site and the Department of Information Technology web site. Serve as liaison with departmental information providers in creating and publishing web pages.
- Create, maintain, and update training manuals and user documentation for supported

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hardware and software for the IT web site. Update training documentation for new Help Desk employees. Keep informed of state-of-the-art technologies and trends, desktop operating systems, and software applications.

- Recommends new support systems based on analysis of user needs.
- Other duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

- Mainframe and personal computer hardware and software, as well as peripherals.

ENVIRONMENTAL CONDITIONS:

- This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

- Bachelor's Degree and a minimum of 2 years of related experience required or an Associate's Degree and a minimum 5 years of related experience; preferably in a higher education environment.
- Demonstrated experience in the use, support and troubleshooting of Windows 7 and 8 operating systems, Microsoft Office 2013, Internet Explorer, and Mozilla Firefox required; working knowledge of Windows 10 and Office 16 and O365 preferred.
- Demonstrated experience developing web pages and working knowledge of HTML preferred.
- Demonstrated experience in Customer Service, in a fast paced and challenging environment.
- Working knowledge of BMC TrackIt preferred.
- Demonstrated ability to work independently on multiple assignments and collaboratively within a team required.
- Demonstrated experience in technical writing preferred.
- Excellent analytical, organizational and communication skills required.
- Excellent interpersonal skills and the ability to work effectively and collegially with faculty, staff, students, and colleagues required.

CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor.